

## **JOB DESCRIPTION**

**Job Title:** Support Specialist  
**Department:** Indiana Supreme Court, Division of State Court Administration  
**Reports Directly To:** JTAC MIS Director  
**Responsible To:** Director and Counsel of Trial Court Technology  
Executive Director of the Division of State Court Administration  
Chair of the Judicial Technology and Automation Committee  
Chief Justice of the Indiana Supreme Court

### **Duties:**

Assists the JTAC MIS Director, the Director and Counsel of Trial Court Technology, the Executive Director, and the Chair of the Indiana Supreme Court Judicial Technology and Automation Committee in carrying out responsibilities relating to the JTAC project.

Generally, performs all functions, duties and responsibilities assigned to him/her by the Chair of JTAC, the Executive Director, the Director/Counsel and the MIS Director, including, but not limited to:

- Answers, evaluates, and prioritizes incoming telephone, voice mail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies.
- Interviews user to collect information about problem and leads user through diagnostic procedures to determine source of error.
- Determines if problem is caused by hardware such as modem, printer, cables, or telephone.
- Handles problem recognition, research, isolation, resolution and follow-up for routine user problems, referring more complex problems to supervisor or technical staff.
- Logs and tracks calls using problem management database, and maintains history records and related problem documentation.
- Prepares standard statistical reports, such as help desk incident reports.
- Analyzes and evaluates incident reports and makes recommendations to reduce help line incident rate.
- Consults with programmers to explain software errors or to recommend changes to programs.
- Calls software and hardware vendors to request service regarding defective products.

- Tests software and hardware to evaluate ease of use and whether product will aid user in performing work.
- Writes software and hardware evaluation and recommendation for management review.
- Writes or revises user training manuals and procedures.
- Develops training materials such as exercises and visual displays.
- Trains users on software and hardware on-site or in classroom, or recommends outside contractors to provide training.
- Installs personal computers, software, and peripheral equipment.

### **Job Responsibilities:**

**Education and/or Experience:** Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

**Language Skills:** Superior verbal and written communication skills required, including writing for publications, making presentations, and teaching.

**Mathematical Skills:** Excellent mathematical skills including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Must be able to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Analytical Skills:** Excellent analytical skills, including the ability to define problems, collect data, establish facts, and draw valid conclusions. Must be able to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Computer Skills:** Working knowledge of Help Desk Software Contact Management systems; Microsoft Project Management software; Microsoft Excel Spreadsheet software and Microsoft Word Processing software.

Some travel is required.

Must exercise absolute confidentiality; Avoids conflict of interest and the appearance of conflict of interest; Have and maintain a clean criminal history; and Must abide by the employee manual.

### **Difficulty of Work:**

This position requires a diverse range of professional work and its difficulty is moderate to high.

**Responsibility:**

This position reports to the JTAC MIS Director. This position is responsible to the Director and Counsel of Trial Court Technology, the Executive Director of the Division of State Court Administration, the Chair of the Judicial Technology and Automation Committee and the Chief Justice of the Indiana Supreme Court. The position serves at the pleasure of the Chief Justice of the Indiana Supreme Court.

**Work Relationships:**

This position will require direct contact with members of the judiciary, the bar, local government agencies, other state agencies and the public.

**NOTE: This document is intended to describe the general nature and level of work performed. It is not intended to provide an exhaustive list of all duties and responsibilities, nor is it intended to limit the authority of supervisors or managers to assign or direct the activities of employees.**